



## Job Description

### Head of service

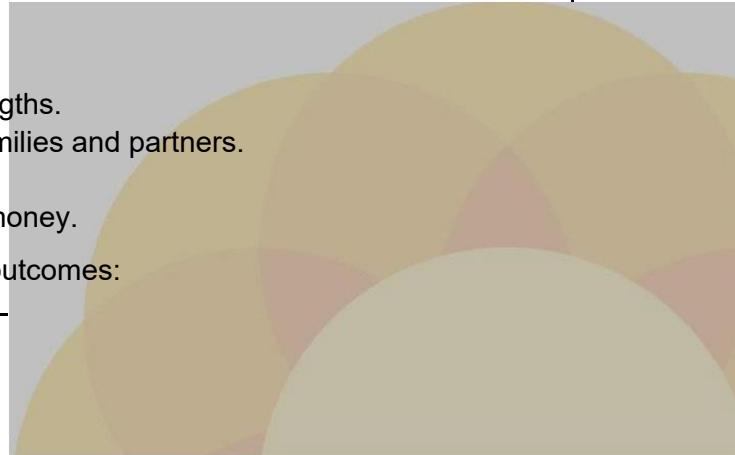
Job Details	
<b>Grade</b>	7
<b>Job Evaluation Number</b>	TBC
<b>Number of Posts</b>	1
<b>Department</b>	Commissioning & Specialist Services
<b>Reporting to</b>	Assistant Director

Who Are We?
<p>We are Birmingham Children's Trust.</p> <p>'Working Together to make Birmingham the greatest city to grow up in.'</p> <p>The sole purpose of Birmingham Children's Trust is to make a positive difference for children, young people and families in the city, by driving up the quality of practice and partnerships across the city and its services.</p> <p>Every employee from Family Support and Social Workers to Finance and Legal, work together to make a positive difference to children, young people and families. We are one team, and each have an important role to play in achieving the Trusts objectives.</p> <p>Birmingham Children's Trust Leadership team comprises of six Executive Directors who are responsible for leading and managing the Trust to be an autonomous and high performing organisation.</p>
<p><b>Our Vision:</b></p> <p>Our vision is to build a Trust that provides excellent social work and family support for and with the city's most vulnerable children, young people and families.</p>

We will do this:

- with compassion and with care.
- through positive relationships, building on strengths.
- in collaboration with children, young people, families and partners.
- by listening, involving and including.
- in ways that are efficient and deliver value for money.

Success will mean significant progress towards these outcomes:





- healthy, happy, resilient children living in families.
- families able to make positive changes.
- children able to attend, learn and achieve at school.
- young people ready for and contributing to adult life.
- children and young people safe from harm.

**Our Values:**

ONE **T**EAM  
ACCOUNTABILITY AND **R**ESponsibility  
**Q**UALITY AND INNOVATION  
RELATION**S**HIPS  
HIGH SUPPORT **T**HIGH CHALLENGE

<b>Key Responsibilities</b>
<ul style="list-style-type: none"><li>• To support Assistant Director in leading and managing a service area. This could be an area-based service i.e. Assessment and Short-Term Intervention, Safeguarding, Children in Care or a city wide service such as EDT, CASS/MASH, Fostering, Adoption, Child Protection &amp; Review or Practice Hub.</li></ul>
<ul style="list-style-type: none"><li>• To work alongside your Assistant Director, being clear on priorities and managing them collaboratively to ensure high quality services.</li></ul>
<ul style="list-style-type: none"><li>• To contribute to and develop strategic business plans relevant to and required by the service area that support BCT priorities.</li></ul>
<ul style="list-style-type: none"><li>• To build partnerships with and between local agencies including Family Support Services, Early Help, , schools, statutory agencies, private, voluntary and community sectors and deliver collaborative partnerships that improve services and outcomes for children.</li></ul>
<ul style="list-style-type: none"><li>• To influence and support the delivery of excellent practice, demonstrating positive improvements in outcomes</li></ul>
<ul style="list-style-type: none"><li>• To demonstrate positive leadership that reflects a clear belief, positive commitment and determination to secure good outcomes for children and young people</li></ul>
<ul style="list-style-type: none"><li>• To contribute to the delivery of performance management to ensure timely, effective and good quality outcomes for children and young people</li></ul>
<ul style="list-style-type: none"><li>• To directly manage a group of Team Managers and, through them, social work services.</li></ul>
<ul style="list-style-type: none"><li>• To supervise Team Managers.</li></ul>
<ul style="list-style-type: none"><li>• To build capacity and manage risk</li></ul>



<ul style="list-style-type: none"><li>• To ensure compliance with legal, regulatory and ethical requirements</li></ul>
<ul style="list-style-type: none"><li>• To promote equality of opportunity, diversity and inclusion in the service area</li></ul>
<ul style="list-style-type: none"><li>• To build and support a culture of good practice</li></ul>
<ul style="list-style-type: none"><li>• To build and manage a culture of effective professional challenge</li></ul>
<ul style="list-style-type: none"><li>• To develop processes and practice which ensures consultation and engagement with children, young people and their carer's in service planning and delivery</li></ul>
<ul style="list-style-type: none"><li>• To develop and manage business processes and related relationships such as procurement</li></ul>
<ul style="list-style-type: none"><li>• To contribute to and manage HR processes and procedures alongside HR colleagues</li></ul>
<ul style="list-style-type: none"><li>• To effectively manage resources; meeting demand; developing individuals, monitoring and challenging performance as necessary</li></ul>
<ul style="list-style-type: none"><li>• To use all recording systems as procedures requires</li></ul>
<ul style="list-style-type: none"><li>• To be responsible for leading specific service areas that are changeable depending upon business need.</li></ul>
<ul style="list-style-type: none"><li>• To offer coaching and mentoring across the service as required</li></ul>
<ul style="list-style-type: none"><li>• Undertake ongoing supervision and review of direct reports through the PDR and reflective supervision process and ensure this is embedded across your service.</li></ul>
<ul style="list-style-type: none"><li>• Commensurate to the grade of Head of Service to undertake other duties that may arise from time to time as determined by the Assistant Director.</li></ul>

<b>Key Information</b>	
Is a Safeguarding Check needed?	<ul style="list-style-type: none"><li>• Enhanced - Children</li></ul>
Will this position have Line Manager Responsibility?	<ul style="list-style-type: none"><li>• Yes</li></ul>

### **Person Specification**

<b>Essential Criteria</b>
Method of Assessment (M.O.A): AF = Application Form; E = Work Based Exercise; I = Interview;



P = Presentation; Q = Qualifications

CRITERIA	Method of Assessment (M.O.A)	ESSENTIAL
Qualifications	AF/Q	Educated to Degree level or equivalent and holds a recognised relevant professional qualification
Qualification	AF/Q	Social Work post qualifying award desirable
Qualification		Willingness to undergo appropriate training as required
Training	AF	Willingness to undertake ongoing continuous professional development (CPD) and training, participate in supervision and lead team meetings
Experience	AF/I	Substantial experience of working in a senior leadership role including improving service quality.
Experience	AF/I	Experience of frontline practice work management
Experience	AF/E	Experience of analysing data and forecasting trends
Experience	AF/I	Experience of multi-agency working and delivery of services.
Experience	AF/E	Experience of managing and promoting change, considering options, assessing risk and taking forward new initiatives.
Experience	AF/E	Experience of financial management; understanding of the importance of robust financial management arrangements, financial



		regulations and compliance, providing reports on budgetary control method
Experience	I	Experience of successfully implementing project management and operational activities
Experience	I	Business awareness of National and Local Government context.
Skills	I/P	Able to communicate effectively across a range of contexts including the ability to create and deliver concise, engaging and accurate information to a range of audiences, adapting style and content to needs of audience and checking understanding
Skills	AF/I/E	Evidence of persuasion and influencing skills at management level including over a range of contentious issues.
Skills	AF/E	Ability to write, understand and interpret complex written reports and policy documents, including the ability to evaluate the arguments.
Skills	AF/I/P	Able to build and motivate a team, creating a positive environment which encourages open discussion and innovation, supports performance, builds capability and enables professional development.
Skills	I	Ability to set clear direction, objectives and responsibilities, assumes accountability and inspires others by acting with integrity – role modelling BEST values



Skills	I	Ability to collaborate with and develop staff at all levels of the organisation to achieve a culture of positive challenge and support and enable their professional development
Skills	I	Able to professionally challenge colleagues and partners across the organisation to secure good outcomes for children and young people
Skills	I	Must be required to have a clear understanding and commitment to equality, diversity and inclusion matters and to promote anti-discriminatory practices and behaviours.

**At Birmingham Children's Trust, we are dedicated to safeguarding and promoting the welfare of children and young people. We expect our staff to create an environment and culture that promotes equality, diversity, and inclusion and advocate for anti-discriminatory practices and behaviours.**

